

# Error in OnGuard installation: "Error 2738. Could not access VBScript run time for custom action"

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## Symptom

You may encounter the following error during the OnGuard installation:

"Error 2738. Could not access VBScript run time for custom action."

## Resolution

To resolve the issue you must register the VBScript run time. To do this:

- 1) Ensure you are logged into Windows as a local administrator.
- 2) Click the Windows Start button, then select **Run**. Type cmd and click [OK].
- 3) If you are using a 32-bit version of Windows, type the following command at the command prompt and click enter:  
`cd %windir%\system32`
- If you are using a 64-bit version of Windows, type the following command at the command prompt and click enter:  
`cd %windir%\SysWOW64`
- 4) Type the following command at the command prompt and click enter:  
`regsvr32 vbscript.dll`
- 5) Retry the OnGuard installation. You should no longer receive the error.

## Applies To

OnGuard (All versions)  
Microsoft Windows (All versions)

## Additional Information

None

